



# Canterbury Towers, Inc. Assisted Living Facility Visitation Policy

## **Policy Statement:**

It is the policy of Canterbury Towers, Inc., Assisted Living Facility to promote resident visitation, while maintaining prudent infection control practices in an attempt to reduce the probability of transmission of communicable diseases within the facility, in compliance with the regulations set forth in Chapter 408.823, Florida Statutes.

## **Procedure:**

A resident may designate a visitor who is a family member, friend, guardian, or other individual as an Essential Caregiver. The following are the procedures to be followed relating to visitation and to identify Essential Caregivers for residents as well as the expectations of both General Visitors and Essential Caregivers. Essential Caregiver visitors provide emotional support to help a resident deal with a difficult transition or loss, upsetting event, making major medical decisions, needs cueing to eat and drink, stops speaking, or end-of-life ("Essential Caregiver").

All visitors who do not meet the requirements of an Essential Caregiver shall be considered General Visitors ("General Visitors").

- I. For compliance with Florida Statute Chapter 408.823, designation and utilization of essential caregiver visitors and rules of visitation.
  1. The facility will provide the Agency for Health Care Administration (AHCA) with a copy of the Facility's visitor policy and procedure, with the initial licensure application, renewal application and/or change of ownership application.
  2. The visitation policy and procedure for the facility, including Essential Caregiver designation and visitation, shall be available on the home page of facility website.
  3. Administrator or Designee shall be responsible for infection prevention and control training.
  4. The Administrator may set a limit on the total number of visitors allowed in the facility at any given time based on the ability of staff to safely screen and monitor and the space to accommodate General Visitors and/or the Essential Caregiver visitors. When there are no known cases of communicable diseases among residents currently residing in the facility, visitation will be generally unrestricted. However, in the event Residents currently residing in the facility are known to be infected with communicable diseases, restrictions may be placed upon General Visitors to reduce the possible spread of. Visitation by Essential Caregivers will always be allowed to occur. Efforts to continue General Visitation even when a communicable disease positive resident is residing in the facility shall be made, and protocols shall be implemented along the lines of the following (when practical):

- a. Identify locations for visitation/care to occur planning for residents in shared spaces and facilities with minimal common space to identify maximum time availability.
  - b. Provide outdoor visitation spaces that are protected from weather elements, such as porches, courtyards, patios, or other covered areas that are protected from heat and sun, with cooling devices, if needed
  - c. Create indoor visitation spaces for residents in a room that is not accessible by other residents or in a resident's private room if the resident is bedbound and for health reasons cannot leave his or her room.
  - d. Visitors and residents may have close contact (including touch, hugs, assisting with activities of daily living, etc.) while both the visitor and the resident perform hand hygiene before and after contact and are wearing a well-fitted face mask with good filtration
5. All residents and/or POA/Guardian, if appropriate, will be asked if they want to identify an Essential Caregiver.
  6. All residents will be allowed to update as requested the named Essential Caregiver of record within 2 business days of request.
  7. Residents are allowed in-person visitation by the Essential Caregiver in all the following circumstances, unless the resident, client, or patient objects:
    - a) End-of-life situations.
    - b) A resident, client, or patient who was living with family before being admitted to the provider's care is struggling with the change in environment and lack of in- person family support.
    - c) The resident, client, or patient is making one or more major medical decisions.
    - d) A resident, client, or patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
    - e) A resident, client, or patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
    - f) A resident, client, or patient who used to talk and interact with others is seldom speaking.
  8. The facility shall maintain a visitor log.
  9. No more than two Essential Caregiver visitors may be designated per resident.
  10. Essential Caregiver visitor visits may still continue even if the specific resident to be visited is quarantined, tested positive for communicable disease, or is showing symptoms of a communicable disease so long as the visits can be conducted safely, and all infection control protocols are followed by the Essential Caregiver and resident. Visits in these circumstances will likely require a higher level of PPE than standard surgical masks. The general visitation requirement that the facility has no new facility-onset cases of a communicable disease is not applicable to visitation by Essential Caregiver visitors.
  11. The facility is not required to provide for "facility-provided" communicable disease testing.
  12. Essential Caregiver visitors must wear Personal Protective Equipment (PPE) per facility's Infection Control Policies. The PPE required must be consistent with the most recent CDC guidance for healthcare workers.
  13. General Visitors must wear Personal Protective Equipment (PPE) per the facility's Infection Control Policies at the time of their visit.
  14. Any changes to this facility's Essential Caregiver visitor policies must be promptly communicated to affected residents and Essential Caregiver visitors.
  15. Administrator or designee shall be responsible for staff and visitor compliance with this policy and procedure.

II. To facilitate visits by General Visitors and Essential Caregiver visitors upon a request from a resident or friend/family member:

1. The resident (or their representative) will read and sign the visitation policy and procedures. The acknowledgement of the signature represents that the resident (or their representative) understands that both General Visitors and Essential Caregiver visitor must abide by the policies set forth in this document.
2. The Essential Caregiver visitor will sign an acknowledgement of their receipt and understanding of the visitation policies and procedures. The Essential Caregiver's signature represents that they have received the policies and procedures, they understand the policies and procedures, and they agree to abide by said policies and procedures.
3. The Essential Caregiver visitor will complete training on infection prevention and control including the use of PPE, use of masks, hand sanitation, and social distancing.
4. The Essential Caregiver visitor must immediately inform the facility if they develop symptoms consistent with a communicable disease within 24-hours of their last visit at the facility.
5. Essential Caregiver visits may take place in the resident's room or a designated area determined by the Administrator at the time the visitation scheduled is developed and agreed upon.
6. General Visitor visits may take place in accordance with the infection control protocols at the time of the visit. Visits by General Visitors may be significantly limited when a resident residing in the facility is infected with communicable diseases.
  1. The facility designee will thoroughly screen the visitor per the facility's infection control policy and procedure. Just as with staff entering the building, if the visitor fails the screening, the visitor CANNOT be allowed entry.
  2. The Administrator will ensure that the required consents, and training and policy acknowledgements are in place.
  3. The facility designee will ensure that the Essential Caregiver visitor has appropriate PPE if applicable.
  4. The facility designee will require the Essential Caregiver visitor to sign in and out on the visitor log and complete a communicable disease screening questionnaire. If the Essential Caregiver visitor fails the screening, the Essential Caregiver visitor CANNOT be allowed entry.
  5. The facility staff will monitor the Essential Caregiver visitor's adherence to policies and procedures.
  6. If the Essential Caregiver visitor fails to follow the facility's infection prevention and control requirements, after attempts to mitigate concerns, the Administrator shall restrict or revoke visitation.
  7. In the event the Essential Caregiver visitor's status is revoked due to the individual following the facility's policy and procedures, the resident may select a different Essential Caregiver visitor who will be granted visitation rights upon proper vetting and agreeing to policies and procedures.

IV. When a General Visitor is scheduled to visit, the facility will:

1. The facility designee will require the General visitor to sign in and out on the visitor log and complete a communicable disease screening questionnaire. Just as with staff entering the building, if the visitor fails the screening, the visitor CANNOT be allowed entry.
2. The facility designee will ensure that the General Visitor has appropriate PPE (if applicable).
4. The facility designee will notify the General Visitor of any restrictions in place relating to visitation, or requirements relating to infection control, at that time of the visit.
5. The facility staff will monitor the General Visitor's adherence to policies and procedures.
6. If the General Visitor fails to follow the facility's infection prevention and control requirements, after attempts to mitigate concerns, the Administrator shall restrict or revoke visitation.

**Definitions:**

Essential Caregiver - Visitors providing emotional support to help a resident deal with a difficult transition or loss, upsetting event, making major medical decisions, needs cueing to eat and drink, stops speaking, or end-of-life.

General Visitor - All visitors who do not meet the requirements of an Essential Caregiver shall be considered General Visitors.

If you have any questions about this policy, please don't hesitate to reach out to the Administrator at the facility and we are happy to help. See also reporting any related complaints to the Agency for Health Care Administration at: <https://www.ahca.myflorida.com/visitation/>

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